

## **"WHO TO CALL"**

### **FREQUENTLY CALLED NUMBERS**

<b>Program Review Division (PRD)</b> <b>Prior Authorization Inquiry</b> <b>Dental/Special Services</b> <b>Medical Supplier (87)</b> <b>Special In Home Services:</b> OT, PT, ST	1-800-622-0276 FAX# 517-335-0075	<b>Michigan Enrolls</b> <b>Medicaid Health Plan</b> <b>Choices</b>  <b>MI Child</b>	1-888-367-6557  1-888-988-6300
<b>Family Phone Line</b>	1-800-359-3722	<b>MI Enrolls/CSHCS</b>	1-877-274-2737
<b>J &amp; B Medical</b>	1-800-737-0045	<b>Magellan (DCH Pharmacy</b> <b>Benefits Manager)</b>  <b>Beneficiary Helpline (family only)</b>  <b>Pharmacy Claim Assistance</b> (pharmacy only)  <b>Clinical Call Center for PA</b> (prescribing physician)  <b>Pharmacy Provider Enrollment</b> and Inquiries	  1-877-681-7540 1-877-624-5204 1-877-864-9014 1-888-868-9219
<b>Provider Inquiry</b> Email: <a href="mailto:providersupport@michigan.gov">providersupport@michigan.gov</a>	1-800-292-2550	<b>Covisint Help Desk (EZ Link)</b>	1-866-373-0878
<b>Beneficiary Helpline</b>	1-800-642-3195		

#### **Lonnie Barnett, Director** **Children's Special Health Care Services Division**

<b>Children with Special Needs Fund (CSN)</b> Orlene Christie, Manager  Provides services and equipment to children with special health care needs that no other resource provides.	<b>Customer Support Section (CSS)</b> Rebecca Start, Manager  Initial medical eligibility process: Application and enrollment process: Income Review/Payment Agreement, authorize providers, address changes. Medical and financial renewal process.	<b>Family Center for Children and Youth With Special Health Care Needs (FC)</b>  Provide for consumer participation and consultation to the CSHCS program. Consumer liaison with other agencies.
<b>Policy &amp; Program Development Section (PPD)</b> Karla McCandless, Manager  Initiates, implements and interprets CSHCS policy; Provides interpretation of Medicaid policies, staff appeals/hearings. Support LHDs and families re: Transition; Collects and analyzes data; Trouble-shoots for extra-ordinary billing problems; Performs CSHCS contract management. Determines Respite and Hospice eligibility.	<b>Quality &amp; Program Services Section (QPS)</b> Orlene Christie, Manager  Quality Improvement planning, implementation, and monitoring for LHDs; consumer satisfaction surveys. LHD liaison, insurance premium payment program, and transportation.	

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Accreditation	Courtney Pendleton 517-241-7189		
Annual Narrative Reports - LHD	Courtney Lawler 517-241-7182		
Billing Problems/ Providers	PROVIDER INQUIRY 1-800-292-2550	Provider name and address, <b>NPI</b> number, provider type, and <b>DOS</b> .	Direct provider to contact Provider Inquiry for assistance.
Billing Problems/Client	Beneficiary Helpline 1-800-642-3195	<b>Client</b> name, ID number, remittance advice.	<b>Before contacting anyone determine if: 1) Provider needs to be authorized. 2) If so have them rebill after completed. 3) Make sure insurance is correct.</b>
Billing problems (after Provider Inquiry has been used and problem still not resolved).	Pat McNutt 517-241-8202	Same as above.	
Children's Multidisciplinary Specialty (CMS) Clinics	<i>Karla McCandless</i> 517-241-7511	Questions about what clinics are approved, application process, re-approval of clinics, CMS policy	
Children with Special Needs Fund (CSN Fund)	<i>Nanya Chiejne</i> 517-335-9408  <i>Teresa Brown</i> CSN Fund 517-241-7420	Client name, ID number, information on requested item, date request was submitted, other information related to request.	Questions concerning CSN Fund requests, status inquiries or other comments or concerns should be directed to this office.
Client record changes: adds, deletes, other changes, status of application	Analyst for the Appropriate County CSS	Copies of what was sent to make the changes, client name, client ID number, information on care needs.	Be prepared to discuss: what information was submitted on NOA, when it was submitted, and any response you have seen from the Analyst.
Cochlear Implants	Program Review Division 1-800-622-0276	Client name, ID number, provider number, and procedure code(s)	
Complaints, Concerns with Program	Lonnie Barnett, Director CSHCS Division 517-241-7186	Client and family demographic information, phone numbers, particular people to contact regarding the issues.	Be prepared to discuss what you have done to resolve the problem, who you have talked to, and the current status of the situation.
Comprehensive Planning, Budgeting, and Contracting (CPBC) Agreement (LHDs)	Courtney Lawler 517-241-7182		
Dental Care & Orthodontia	<i>Office of Medical Affairs</i> (517) 335-5181 <i>Dietrich Roloff, M.D.</i>  <i>Nina Mattarella, M.D.</i> 517-335-8995	Client name, ID number, information on care needs, eligible CSHCS diagnosis, provider suggested, and date of service.	Note orthodontia is not covered for all diagnoses, only those where orthognathic surgery is required, or for limited diagnoses.
Departmental Reviews/ Administrative Hearings	Family Phone Line 1-800-359-3722	Details of specific situation and why decision should be reviewed.	Note type of eligibility: V only, XIX only, dually eligible (V/XIX), in the process of applying; type of coverage- FFS, MHP.
Diagnostic Evaluation:	Regional Nurse Consultant for County	Specific questions and issues to be discussed.	
Duplicate Client ID Numbers	Analyst for the Appropriate County CSS	Client name, ID numbers, Client birth date.	

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Evaluation of birth defects, genetic syndromes, genetic counseling	<i>Janice Bach</i> MDCH Community Living, Children and Families; Hereditary Diseases 517-335-8887	Indications for referral to genetic centers for counseling or other testing.	Have you discussed the situation with the genetics counselor at the center? <b>Note:</b> Genetic Centers are not a part of CSHCS nor Medicaid.  E-mail birth defect questions to: <a href="mailto:BDRfollowup@michigan.gov">BDRfollowup@michigan.gov</a>
Expenditure Reports (Client Specific)	<i>Pat McNutt</i> PPD 517-241-8202	Client name, ID numbers, Client birth date.	
Family Center for CYSHCN  Family Referral	Family Phone Line 1-800-359-3722		Family Phone Line is for families only, do not refer providers to this number.
Forms- Appendix D in Guidance Manual	<b>FAX REQUEST FOR HARD COPIES TO:</b> Joshua Hall 517-241-1164 or mail: MDCH <i>Attn: Joshua Hall</i> 320 S. Walnut St. Lansing, MI 48913  <b>DOWNLOADABLE ELECTRONIC FORMS ARE AVAILABLE ON THE CSHCS WEBSITE</b> (certain forms available only via LHD Forms Download in the CSHCS database)	Using letterhead, include a contact name and phone number, the delivery address for order, list the form name and number (i.e., MSA-4114) and amount needed.	
Formula, Dietary Prior Authorization	Michigan Peer Review Organization (MPRO) 800-727-7223 22670 Haggerty Rd., Ste. 100 Farmington Hills, MI 48335-2611	Client name, ID number, diagnosis, procedure code(s), provider name and phone number. Current ht/wt., alternatives tried.	Prior authorization of dietary formula (applies to applicable procedure codes requiring prior authorization noted on the MDCH Medical Supplier/DME/Prosthetics and Orthotics Database on the MDCH).
Health Savings Accounts/Health Reimbursement Accounts/Flexible Spending Accounts	<i>Amy Chapko,</i> QPS 517-241-8998		
Hearing Eligibility	<i>Lorie Lang, MA, CCC-A</i> Audiology Consultant MDCH Medical Services Administration Email: <a href="mailto:LangL1@michigan.gov">LangL1@michigan.gov</a>	Client name, ID number, procedure code(s), provider ID number.	May also be called upon to assist in resolution of questions regarding eligibility determinations for hearing.
Hospice	<i>Matt Richardson, R.N.</i> PPD 517-335-8994	What is needed and how does it reflect the need for a nurse to provide the care.	

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Insurance Premium Payment Benefit	Amy Chapko, QPS 517-241-8998	Client name, ID number, and information on client/family service needs.	Premium payment benefit includes COBRA, private insurance, Medicare Part B, and Medicare Part D.
Medical Eligibility <i>Clinical Questions</i>	Nina Mattarella, M.D. 517-335-8995  Office of Medical Affairs 517-335-5181	Questions about covered diagnosis are directed to medical consultants.	
Medical Eligibility <i>Policy &amp; Procedure</i>	Rebecca Start CSS 517-335-8983	General clarification on policy & procedure of eligibility enrollment process.	Direct client-specific questions to Analyst
Out-of-State Care	Regional Nurse Consultant		
Payment Agreements	Rebecca Start CSS 517-241-7198	General clarification and financial information used to make decisions.	Direct client-specific questions to Analyst
Payment Agreements: Client Specific	Analyst for the appropriate County CSS	Client Name and ID number, coverage year(s) and relevant information	Questions concerning payment agreement audits, bills or refunds.  Request for how much CSHCS has spent on a specific child goes to Pat McNutt at 517- 241-8202.
Manual payments, field clinics, diagnostics, respite.	Provider Enrollment & Special Payments Section 517-335-5478	Date bill was submitted to the system.	Note: providers are advised it will take 6-8 weeks to process manual payments.
Pharmacy Medicare Part D Problems and co-pay reimbursement	Pat McNutt PPD 517-241-8202	Standard client info and Medicare Part D information available.	
Policy Questions	Karla McCandless PPD 517-241-7511		
Private Duty Nursing	Program Review Division 517-335-5227	Beneficiary name, ID number, information on nursing care needs.	Important to distinguish what are the nursing services being requested.
Prior Authorization: DME/supplies, hearing aids, dental and any service/ equipment needing PA, checks on status of the PA.	Program Review Division 1-800-622-0276	Provider name and address, date of service, procedure code(s) or other identifying information.	Note: PRD has 15 days to respond to PAs and may request additional information from providers if necessary.
Prior Authorization: <i>Emergent or Urgent Provider Complaints; PA Request (verbal)</i>	Program Review Division 1-800-622-0276	As above, plus description of provider complaint or request.	Urgent is when there may be a detrimental effect if not provided soon. Emergent is when death or extreme detrimental effect if not provided immediately.

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Prior Authorization: Transplant initial requests, (in and out-of-state)	<i>Marla McArdle</i> CSS 517-335-8983 FAX# 517-335-9491	Client name, ID number, information on care needs, location, and procedure recommended. Referring physician may fax information.	All out of state care <b>must</b> be prior approved. Emergency care situations should contact the Office of Medical Affairs as soon as possible.  Office of Medical Affairs 517-335-5181
Prior Authorization: Genetics testing out-of-state lab.	<i>Rachel Brown</i> Program Review Division 517-335-5190 FAX# 517-335-0075	Client name, ID number, information on care needs, location, and procedure recommended. Referring physician may fax information.	All out of state care <b>must</b> be prior approved. Emergency care situations should contact the Office of Medical Affairs as soon as possible.  Office of Medical Affairs 517-335-5181
Prior Authorization: <i>All other calls and consumer inquiries.</i>	<i>Program Review Division</i> 1-800-622-0276	As above, with specific concerns regarding situation.	
Quarterly Care Coordination/Case Management Logs	<i>Courtney Lawler</i> 517-241-7182		
Respite Care	<i>Matt Richardson, R.N.</i> PPD 517-335-8994	What is needed and how does it reflect the need for a nurse to provide the care.	Respite is authorized based on eligibility periods.
Single Sign On (SSO) Password Reset	Michigan DTMB Client Service Center 1-800-968-2644	Your SSO User ID and e-mail address	To re-set your SSO password, contact the DTMB Client Service Center at 1-800-968-2644 (press 0, 1, 4). Request a password re-set for the <b>Single Sign On (SSO)</b> portal. You will need your SSO User ID and e-mail address.
Transition Policy and Resources	PPD 517-241-8385	Transition materials.	
Transportation Assistance requests & status of payment	<i>Courtney Pendleton</i> 517-241-7189	Date invoice submitted, date of service, clients name, ID number, LHD authorization letter, and information regarding trip	Advise parents it is taking 6-8 weeks to process payments for travel.
Transportation, Medical (Emergent)	<i>Courtney Pendleton</i> 517-241-7189	No prior authorization required in emergency or life threatening situations.	Refers to ambulance, fixed wing, helicopter services. Medical documentation required when submitting invoice.

<b>Children's Special Health Care Services</b>		
<b>Lonnie Barnett, Director</b> Executive Secretary: Laura Kach	517-335-5008 517-241-7186	<a href="mailto:BarnettL@michigan.gov">BarnettL@michigan.gov</a>
<b>Children with Special Needs Fund</b> Nanya Chiejine Teresa Brown	517-335-9408 517-241-7420	<a href="mailto:Chiejinen@michigan.gov">Chiejinen@michigan.gov</a>
<b>Customer Support Section</b> Rebecca Start, Section Manager Secretary: Marla McArdle	517-241-7198 517-335-8986	<a href="mailto:StartR@michigan.gov">StartR@michigan.gov</a>
<b>Region 1</b> Sandy Lane, Supervisor	517-335-8730	<a href="mailto:Lanes1@michigan.gov">Lanes1@michigan.gov</a>
<b>Region 2</b> Jim Beaver, Supervisor	517-335-8630	<a href="mailto:BeaverJ@michigan.gov">BeaverJ@michigan.gov</a>
<b>Insurance Specialist</b> Amy Chapko	517-241-8998	<a href="mailto:ChapkoA@michigan.gov">ChapkoA@michigan.gov</a>
<b>Nurse Consultants</b> Matt Richardson, R.N., CPNA	517-335-8994	<a href="mailto:RichardsonM@michigan.gov">RichardsonM@michigan.gov</a>
<b>Policy &amp; Program Development Section</b> Karla McCandless, Section Manager Secretary: Julie Kessler	517-241-7511 517-241-8207	<a href="mailto:McCandlessK@michigan.gov">McCandlessK@michigan.gov</a>
<b>Quality &amp; Program Services Section</b> Orlene Christie, Section Manager Secretary: Anita Wilson	517-241-8869 517-241-8996	<a href="mailto:ChristieO@michigan.gov">ChristieO@michigan.gov</a>
<b>Reimbursement (extraordinary situation) Specialist</b> Pat McNutt	517-241-8202	<a href="mailto:McNuttP1@michigan.gov">McNuttP1@michigan.gov</a>
<b>Transportation</b> Courtney Pendleton	517-241-7189	<a href="mailto:PendletonC@michigan.gov">PendletonC@michigan.gov</a>
<b>Appeals</b> Family Phone Line	1-800-359-3722	

<b>Medical Services Administration, Office of Medical Affairs</b> (*available as medical consultants to CSHCS)		
Jane Turner, M.D.	517-373-7335	<a href="mailto:TurnerJ1@michigan.gov">TurnerJ1@michigan.gov</a>
Nina Mattarella, M.D, Ph.D.	517-335-8995	<a href="mailto:Mattarella@michigan.gov">Mattarella@michigan.gov</a>
Dietrich Roloff, M.D.	517-335-8234	<a href="mailto:RoloffD@michigan.gov">RoloffD@michigan.gov</a>

#### Address and FAX Numbers

##### **CSHCS**

Lewis Cass Building- 6<sup>th</sup> Floor  
320 S. Walnut Street  
Lansing, MI 48913

FAX: 517-241-8970

(Use for Director, PPD, QPS and Family Center for CYSHCN)

##### **CSHCS Customer Support Section (CSS)**

Lewis Cass Building – 6<sup>th</sup> Floor  
320 S. Walnut Street  
PO Box 30734  
Lansing, MI 48909

##### **FAX NUMBERS:**

517-335-9491	CSS Medical Reports, Applications/IRPAs, Transplant Request (in-state & out-of-state)
517-241-8970	Administrative Matters
517-335-0075	Program Review Division, Prior Authorization Requests
517-335-8055	CSN Fund

## CHILDREN'S MULTIDISCIPLINARY SPECIALTY CLINICS

<p><b>WMed/Bronson Methodist Hospital</b>  Marlene Pryson, Clinic Coordinator  1000 Oakland Drive  Kalamazoo, MI 49008  (269) 337-6437  Fax: (269)-337-6427</p> <p>Lori Campbell – Contracts  269-341-8974</p> <p>Dorothy Bennett – Administrative  (269)337-6313</p> <p><b>Cardiology, Cleft Lip/Palate/Facial, Cystic Fibrosis, Diabetes, Endocrinology, Hematology/Oncology, Hemophilia, Multiple Handicap/Disability/Chronic Disease, Sickle Cell, Myelodysplasia/Spina Bifida and Pulmonary/Severe Asthma</b></p>	<p><b>Covenant Medical Center/Health Care</b>  Jackie Tinnin, Director  1447 N. Harrison  Saginaw, MI 48602  (989) 583-5190</p> <p>Kelly Weiss, Coordinator  (989)583-5190</p> <p><b>Diabetes and Endocrinology</b></p>	<p><b>E.W. Sparrow Hospital</b>  Jessica Yauch, Contract Administration  Jessica.yauch@sparrow.org  1200 E. Michigan Avenue  Lansing, MI 48909  (517) 364-6209</p> <p><b>Apnea, Cleft Lip/Palate/Facial and Myelodysplasia/Spina Bifida</b></p>
<p><b>Helen DeVos Children's Hospital</b>  Harmony Van Valkenberg, Director  Harmony.vanvalkenberg@spectrumhealth.org  100 Michigan Street NE, MC-38  Grand Rapids, MI 49503  (616) 486-2049</p> <p><b>Cleft Lip/Palate/Facial, Cystic Fibrosis, Hematology/Oncology, Hemophilia, Lead Toxicity, Sickle Cell Disease</b></p>	<p><b>Hurley Children's Clinic</b>  Annett Napier, Service Line Administrator  1 Hurley Plaza  Flint, MI 48503  (810) 262-6113</p> <p>Bill McGregor – Contracts  Phone 810-262-9905</p> <p><b>Apnea, Cleft Lip/Palate/Facial, Cystic Fibrosis and Hemophilia</b></p>	<p><b>Marquette General-A Duke Lifepoint Hospital</b>  Elaine Taylor, RN – Clinic Manager  (906) 225-3141  580 W. College Avenue  Marquette, MI 49855  General Info:  (906) 225-4777  Fax: (906)-225-4830</p> <p><b>Cardiology, Cleft Lip/Palate/Facial, Hematology/Oncology, Hemophilia, Multiple Handicap/Chronic Disease, Neurology, Neuromuscular/Spina Bifida, Diabetes &amp; Genetics</b></p>
<p><b>Mary Free Bed Hospital</b>  Connie Brown-Olds, Clinic Manager  235 Wealthy Street SE  Grand Rapids, MI 49503  (616) 356-1900  Fax: (616)493-9639</p> <p>Randy DeNeff, Financial Officer  Randy.deneff@maryfreebed.com  (616)242-0300</p> <p><b>Amputee/Limb Deficiency, Multiple Handicap/Chronic Disease and Myelodysplasia/Spina Bifida</b></p>	<p><b>Oakwood Center for Exceptional Families</b>  Susan Young, M.D., Clinic Director  Tammy Morris, Clinic Program Manager  18501 Rotunda Drive  Dearborn, MI 48124  (313) 996-1969  Fax: (313) 996-1965</p> <p><b>Apnea and Multiple Handicap/Chronic Disease Send copy of contract to Gregory Witbeck</b></p>	<p><b>William Beaumont Hospital</b>  Gretchen Hofmann, Practice Manager  3577 West 13 Mile Road Suite 206  Royal Oak, MI 48073  (248) 898-0181  Fax: (248)-551-7561</p> <p>Jacqueline Kirejczyk, Contract and Enrollment  (248)577-3445</p> <p><b>Cleft Lip/Palate/Facial</b></p>
<p><b>Michigan State University Pediatrics and Human Development</b>  Lisa Dilemia, Clinic Manager  1355 Bogue Street  B240 Life Sciences  East Lansing, MI 48824-1317  (517)353-5042  Lisa.Dilemia@hc.msu.edu</p> <p>Karen Ross – Contracts (517)353-8887  Julie Lowman – Finance (517)355-7255</p> <p><b>Chronic Illness, Cystic Fibrosis, Diabetes, Endocrinology, Genetics, Hematology, Hemophilia, Immunology/ Rheumatology and Pulmonary/Severe Asthma, Medical Home Model</b></p>	<p><b>University of MI Medical Center</b>  Ilene G. Phillips, Associate Director  1500 East Medical Center Drive  Ann Arbor, MI 48109-0244  (734) 764-2092  Hosp. Pager – X8606</p> <p><b>AIDS, Cleft Lip/Palate/Facial, Chronic Illness, Diabetes, Gastroenterology/Nutritional Deficiencies, Hematology/Oncology, Hemophilia, Metabolic Disease and Pulmonary/Severe Asthma, Weight Management</b></p>	

## CSHCS Local Advisory Council (CLAC)

***This committee was formed in 2003 by the CSHCS Director. It is comprised solely of staff members from local health departments. The members represent various geographic areas of the state, as well as rural, urban, small and large. This committee meets every other month via teleconference.***

<b>Chris Buczek</b> Kent County Health Department (616) 632-7055 Chris.buczek@kentcountymi.gov	<b>Margaret Sherlund</b> Oakland County Health Division (248) 858-0726 sherlundm@oakgov.com
<b>Janine Chittenden</b> Ottawa County Health Department (616) 844-2399 jchittenden@miottawa.org	<b>Beverly Pyles</b> Midland County Health Department (989) 832-6629 bpyles@co.midland.mi.us
<b>Melanie Dunsmore</b> St. Clair County Health Department (810) 987-6102 mdunsmore@hd.stclaircounty.org	<b>Peggy Taylor</b> Jackson County Health Department (517) 788-4422 ptaylor@co.jackson.mi.us
<b>Becky Johnson-Himes</b> Central MI DHD (231) 832-5532 ext. 8512 lgelinas@dhd10.org	<b>Roseanne Terryn</b> District Health Department #10 (231) 316-8566 rterrryn@dhd10.org
<b>Bridget Huss</b> Monroe County Health Department (734) 240-7821 Bridget_Huss@monroemi.org	<b>Chris Wagley</b> Kalamazoo Co. Human Services Dept. (269) 373-5010 cawagl@kalcouny.com
<b>Mary Martinchek</b> Northwest Michigan Community Health (231) 347-5634 m.martinchek@nwhealth.org	<b>Joyce Ziegler</b> Dickinson-Iron Health Department (906) 265-4156 jziegler@hline.org

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